

TORONTO EAST LOCAL IMMIGRATION PARTNERSHIP

WOODGREEN COMMUNITY SERVICES

UPDATED ACTION PLAN FOR IMPLEMENT LOCAL SETTLEMENT STRATEGY

Project description:

Local Immigration Partnerships (LIPs) provide a collaborative framework to facilitate the development and implementation of sustainable solutions for the successful integration of newcomers to Ontario that are local and regional in scope.

Project objectives:

The overall objective of the LIPs initiative is to identify groups that will coordinate and enhance local and regional service delivery to newcomers while identifying and minimizing duplication. Strategic partnerships between service providers are to be created.

To achieve the overall objective of the project, *WoodGreen Community Services* is facilitating the **Toronto East LIP**, bringing together service providers, promoting dialogue and deliberation, and coordinating partnership activities. To facilitate a collaborative framework, the Toronto East LIP developed a Partnership Council with service providers in the Toronto East area. The Partnership Council structured, guided and reviewed the work of the LIP, conceptualized broad desired outcomes and approved strategic plans for sustainable local and regional solutions for the successful settlement and integration of immigrants. The Toronto East LIP Settlement Strategy is a local and community based approach. The Strategy was developed in partnership with settlement agencies and other stakeholders with settlement-related interest in Toronto East catchment area. The Strategy outlines stakeholder perspectives on barriers and challenges on how these might be addressed.

To implement the strategy the project developed an *Action Plan*. The *Action Plan* sets out what will be done in the Toronto East area under each of the goals identified when the *Strategy* was developed. These actions, and related work at the local level under the Local Settlement Action Plan, will assist in realising the Strategy's vision that:

Immigrants and their families have opportunities to fully participate and contribute economically and socially in the Toronto East area.

The Action Plan has been developed around three pillars:

- ***Knowledge Building:*** Provide expertise and improve service-provider's capacity on issues of local importance
- ***Knowledge Transfer:*** Disseminate key facts and findings in suitable formats to build local understanding and encourage program and policy remedies

- *Partnership Collaboration:* Provide opportunities for cross-collaborations among local community service groups.

This report is an update of that plan.

Plan update:

- *7 key components identified from the Workgroups*
- *This report describes the main activities of each component*

Key Component 1: OUTREACH AND INFORMATION

Goal: Information is the key for a successful settlement. The goal for this activity stream is to ensure that newcomers in Toronto East have access to current, accurate, complete and individualized information about settlement and services available through a variety of delivery mechanisms.

	Strategic priority		Actions	Implementation Priority	Responsible	Time frame	Status <i>Key milestone</i>
1	Develop a Welcome Program	1.1	Develop extensive, comprehensive, accurate, pre-arrival information	High	All agencies	2011-2012	Communicated to Citizenship and Immigration Canada.
		1.2	Catalogue current arrival information newcomers receive when they enter Canada	High	Partnership	2011-2012	In progress. Through Settlement Pathways tool
		1.3	'Welcome to Canada' program at the airport including welcome packages with personal assistance	High	All agencies	2011-2012	Communicated to Citizenship and Immigration Canada.
2	Facilitate Agency Collaboration	2.1	Collaborative training ,workshop sessions for staff	High	All agencies	2012 beyond	In progress/continuing
		2.2	Collaborative marketing	Low	Partnership	2012 beyond	Pending.
		2.3	Collaborative workshops	Low	Partnership	2012 beyond	Pending.
		2.4	Collaborative community mapping	Low	All agencies	2011	Completed. <i>Available electronically Continuously updating¹</i>
		2.5	Collaborative outreach activities	High	Partnership	2011-2012	Different strategies were discussed. ²
		2.6	Common outreach team of local residents	High	Partnership	2011-2012	An agreement was reached on developing a pilot project. ³ Feasibility now being explored
3	Optimize Funder Communication	3.1	Agencies coordinate their funding proposals	High	Partnership	2011-2012	A successful proposal was developed by six agencies to

¹ Toronto East Community Service Inventory, Project is continued to update the inventory and posted online for public use

² As per the Partnership Council direction, project started to investigate models of integrated service delivery

³ Partnership Council agreed on developing a pilot project, and staff team developing collaborative service models

	Strategic priority		Actions	Implementation Priority	Responsible	Time frame	Status <i>Key milestone</i>
							conduct a research on Informal Economy. ⁴
		3.2	Paid referrals/service credits	Low	Partnership	2012 beyond	Communicated to CIC and MCI.

⁴ The Wellesley Institute approved a \$15,000 Toronto East LIP research proposal to look at the Informal economy in newcomer communities, and offered an additional \$4,000 to enhance the sampling. The objectives of this research are to understand the nature and scale of the informal economy among local newcomers and its impact on in term income security, health and social inclusion; and to identify potential points of intervention. The research methodology is quantitative with 450 surveys amongst South Asian, Somalian and Chinese community member in the Toronto East LIP catchment area. The Informal Economy Workgroup is composed of the following partners: Acton for Neighbourhood Change, Bangladeshi-Canadian Community Services, the Chinese Canadian National Council-Toronto chapter, Neighbourhood Link Support Services, and the Riverdale East African Canadian Association. WoodGreen Community Services will be the research lead and the convening partner, Neighbourhood Link has agreed to be the financial trustee for the project.

Key Component 2: NAVIGATING SERVICES

Goal: *To address the service gap between what is currently offered and what newcomers want through developing a comprehensive needs assessment and referral model.*

	Strategic priority		Actions	Implementation Priority	Responsible	Time frame	Status Key milestone
1	Facilitate Service Coordination Analysis by Frontline Workers	1.1	Inventory newcomer pathways	Low	Lead	2011	Completed. <i>Testing Newcomer pathways documents. OCASI posted them on settlement wiki.⁵</i>
		1.2	Inventory Newcomer Services/networks by:	High	Lead	2011-2012	Completed.
			a. Newcomer Specific				
			b. Universal				
			c. Informal (groups, religious, etc)				
		1.3	Secure resources for and coordinate Orientation to Newcomer Service Training, marketing to Agency Managers, ED's	Low	Partnership	2011-2012	Completed Frontline Staff meeting was organized in April 2011. Feedback by frontline staff on service coordination was communicated to the Partnership Council. Frontline staff network was initialized (Google groups). ⁶

⁵ –“Settlement Pathway for Immigrants” to assist economic class immigrants with their settlement related questions; This pathway has been divided into 5 main timeframes: Upon Arrival, First Few Weeks, First Few Months, First Year and Third Year. These timeframes indicate when significant activities need to occur for the settlement process to be smooth and successful.

⁶ Twenty six participants from fifteen agencies attended the meeting. Informal Settlement Networks/grassroots organization participants also attended as part of this networking and capacity building opportunity. In this meeting the Toronto East LIP shared resources and gathered suggestions for further improvement. The meeting focused on promoting more effective communication and cooperation among the agencies in east Toronto. Background information was provided to participants on priorities formulated during LIP planning process so that agency staff would be better equalled for the following factions:

- *Information-* ensuring newcomers have access to timely, practical, relevant and accurate settlement related information.
- *Outreach-* Increasing communication among newcomers, service providers and within communities in Toronto East and development of collective outreach strategies to improve awareness of services to newcomers.
- *Referral-* Developing a seamless referral process in Toronto East.

	Strategic priority		Actions	Implementation Priority	Responsible	Time frame	Status Key milestone
2	Facilitate Research Coordination	2.1	Inventory Research Activities	Low	Lead	2011	Completed.
3	Facilitate Partnership Development at management level	3.1	A Memorandum of Understanding will be developed to include:			2012 beyond	Pending for further discussion and agencies level consideration.
			• Service Coordination Principles	High	All agencies	2012 beyond	
			• Service Coordination Improvements	High	Partnership	2012 beyond	
			• Referral/Consent Process	Low	Partnership	2012 beyond	
			• Service Partnership Agreement Principles	Low	All agencies	2012 beyond	
			• Research Principles	Low	All agencies	2012 beyond	
		3.2	Agency Management will agree to MOU content	Low	Partnership	2012 beyond	Pending for further discussion and agencies level consideration.
		3.3	All documents developed will be inventoried	Low	Lead	2012 beyond	Pending.

Key Component 3: LANGUAGE LEARNING

Goal: Newcomers have access to quality language training in Toronto East to support their full integration into the labour market, the local community and Canada.

	Strategic priority		Actions	Implementation Priority	Responsible	Time frame	Status Key milestone
1	Expand the options for language learners through developing alternative learning tools such as DVDs, home study programs, interactive online resources and long-distance learning. Promote greater flexibility and choice for learning.	1.1	Inventory language learner pathways.	High	Lead/Partnership	2011-2012	Pending.
		1.2	Inventory alternative support resources including conversational/reading circles in the area.	Low	Lead/Partnership	2011-2012	Completed.
		1.3	Offer child minding services for ESL learners.	High	All agencies	2012 beyond	Communicated to MCI.
2	Make communication skills development a crucial part of language learning by connecting with the community to develop more opportunities for language learning for newcomers such as contacting local coffee shops for offering conversational and/or reading circles.	1.4	Facilitate language support services partnership, share best practices and coordinate support activities to complement each other.	High	Partnership/all agencies	2012 beyond	In progress.
		1.5	Develop a network (or consortium), agree on principles and facilitate collective application for funding. (Non-traditional funders such as well as local businesses can be contacted for sponsoring conversational circles in coffee shops.	High	Partnership	2012 beyond	An agreement was reached on principles. Collective application for funding to conduct a research on private career colleges is pending. ⁷ Developed English Conversation Circle toolkits.
3	Strengthen the link among language assessment, employment assessment and foreign credential assessment by improving	3.1	Inventory language learner pathways.	High	Lead	2011-2012	Pending.
		3.2	Inventory language, employment and foreign credential assessment services in the area.	High	Lead	2011-2012	Completed.

⁷ Explaining research proposal; Subject of the proposal is the Private Career Colleges Act. Made submission on topic to Law Reform Commission of Ontario; The mandate of the Law commission of Ontario is to recommend law reform measures to enhance the legal system's relevance, effectiveness and accessibility; improve the administration of justice through the clarification and simplification of the law; stimulate critical legal debate and survey areas that are underserved by other research. LCO is accepting applications from community groups all year around and we thought examining Private Career Colleges Act would be an important part of the Partnership Council's commitment to do a research on private career colleges.

	Strategic priority		Actions	Implementation Priority	Responsible	Time frame	Status Key milestone
	referrals and referral tools for service provider agencies in East Toronto.						
		3.3	Facilitate partnership among language, employment and credential assessment services in the area.	High	Lead	2012 beyond	In progress. <i>Fact sheet on Foreign Credentials Assessment was prepared and distributed to employment and language services in the area</i>
		3.4	Promote joint mandate between ESL and LINC programs and re-visit the issue of offering credits for language classes.	High	All agencies	2011-2012	Communicated to CIC and MCI.
4	Ensure that a CLARS satellite assessment office will be available in Toronto East.	4.1	Communication needs for local site	High	Partnership	2012 beyond	Communicated to CIC and MCI.
5	Strengthen local support for mental health by improving the referral process to supportive counselling. Actively look for training opportunities for front line staff and instructors on mental health. Partner with CAMH.	5.1	CAMH to deliver training sessions on mental health issues for instructors.	Low	Partnership	2011	Completed. <i>An inventory of training sessions on mental health issues was prepared and shared with partners, as requested</i>
		5.2	Settlement agencies to increase accessibility of settlement counseling for language learners to improve accessibility	Low	Partnership	2011-2012	On hold. <i>Workgroup decided that this is not a priority.</i>

Key Component 4: LABOUR MARKET OUTCOMES

Goal: *That newcomers have improved labour market outcomes: access to employment services that assist them to navigate the labour market; access to paid work consistent with their education, skills and experience; ability to fashion a career, based on aptitudes, life goals and opportunities; ability to start their own business, with access to business advisory services and financing; local support for social enterprises and community economic development.*

	Strategic priority		Actions	Implementation Priority	Responsible	Time frame	Status Key milestone
1	Cataloguing and coordinating of available employment services	1.1	Catalogue all existing employment services	High	Lead	2011	Completed.
		1.2	Identifying specific services are offered at each location	High	Lead	2011	Completed. <i>A comprehensive survey of all employment services has been done.⁸</i>
		1.3	Identifying eligibility requirements, hours of service	High	Lead	2011	Completed.
		1.4	Identifying what gaps may exist	High	All agencies	2011	Completed. <i>Gaps identified and will be followed by employment services workgroup for further actions.</i>
		1.5	Scheduling workshops among agencies	Low	Partnership	2011-2012	Pending Workgroup had preliminary discussion.
		1.6	Develop a referral protocol between agencies.	Low	Partnership	2011-2012	Pending for further discussion and agencies level consideration.
2	Cataloguing of available English language instruction programs for proper referral by employment services	2.1	Catalogue all existing employment specific language services	Low	Lead	2011	Completed.
		2.2	Identifying specific language services offered at each location	Low	Lead	2011	Completed.
		2.3	Identifying eligibility requirements, hours of service	Low	Lead	2011	Completed.
		2.4	Identifying what gaps may exist	High	All agencies	2011-2012	Continuing: Gaps identified. Needs follow up for further actions by partners.

⁸ Project conducted a comprehensive survey of all employment services. The survey was comprised of four main questions of funding sources, identification of key populations, quantification of services and population. The survey finding has been reviewed to analyze the gap and possible actions.

	Strategic priority		Actions	Implementation Priority	Responsible	Time frame	Status Key milestone
3	Expanding the number and variety of conversation clubs, including targeting occupational and vocational vocabularies	3.1	Concerted effort to expand conversation clubs	High	Partnership	2011-2012	Continuing Survey done and data has been compiled. Pending implementation.
4	Women-only employment project	4.1	Targeted outreach of employment services to where women congregate	High	Partnership	2011-2012	Pending.
		4.2	Special effort to identify part-time employment that would be particularly suited to women with family responsibilities	High	Partnership	2011-2012	Continuing: Survey initiated by meeting with employers and retailers ⁹ .
		4.3	Develop a proposal for a women-only employment project.	High	Partnership	2012 beyond	Pending.
5	Linking CIC and MCI employment services with EO-driven local area employer outreach coordination	5.1	Ensure there is internal integration within agencies between EO, CIC and MCI programs.	High	All agencies	2011-2012	Pending.
		5.2	Connecting CIC and MCI employer services with the EO employment outreach coordination	High	Partnership	2011-2012	Initiated in June 2011. LIP has joined EO Coordination table for East Toronto.
6	That employment agencies share their schedule of workshops and speakers, so that clients from all agencies can benefit from the information and insights that are being made available.	6.1	Employment agencies share their schedule of workshops and speakers		Partnership	2012 beyond	Pending.
7	That an electronic vehicle be created, either a listserv or a website, specific to the local LIP area, where employment	7.1	Info-sharing among newcomer employment service providers	High	Partnership	2011-2012	Pending.

⁹ Interviewing major retailers to find the ways of which employment service agencies in the Toronto East area may design workshop/trainings to build the capacity of newcomers and their transitioning into the labour market.

	Strategic priority		Actions	Implementation Priority	Responsible	Time frame	Status Key milestone
	counsellors can exchange information and advice with each other.						
8	That the local LIP develop a funding proposal for a career ladder project. The possible industry sectors would include: financial services;	8.1	Newcomer career ladder proposal	High	Partnership	2012 beyond	Continuing Exploration of career sector underway

Key Component 5: KEY SUPPORT SERVICES

Goal: A holistic case management approach which centers around the family unit and includes addressing basic needs, family relations, social development and professional services will make successful settlement more likely.

	Strategic priority		Actions	Implementation Priority	Responsible	Time frame	Status Key milestone
1	Improve newcomers' access to CIC	1.1	Increase number of customer service operators at CIC to assist newcomers	High	All agencies	2011	Communicated to CIC. Response received.
2	More responsibility must be taken by all orders of government if the federal government is going to increase the number of immigrants and refugees into Canada	21.	Free translation/interpretation services are needed and written information should be available in several languages	Low	All agencies	2011	Communicated to CIC. Response received.
		2.1	Provide (monthly) sessions that support, welcome and integrate newcomers - (orientation to Toronto, social services, TTC, attractions, money, etc.)	High	All agencies	2011	Communicated to CIC. Response received. Also communicated to City of Toronto, Toronto Newcomer Initiative – response pending.
3	Provide a variety of housing supports for newcomers	3.1	Increase resources and funding for transitional and emergency housing for newcomers - units should be integrated into market apartment	High	All agencies	2011	Communicated to CIC. Response received.
		3.2	More rent supplements should be available for those who cannot afford private sector housing.	Low	All agencies	2011	Communicated to CIC. Response received.
		3.3	Provide information on temporary (short term lease), housing for immigrants upon	High	All agencies	2011	Communicated to CIC. Response received. Also communicated to

	Strategic priority		Actions	Implementation Priority	Responsible	Time frame	Status Key milestone
			arrival to address the reality of immediate housing needs of newcomers				City of Toronto, Toronto Newcomer Initiative –response pending.
4	Children should not be viewed as separate from their families, nor families separate from their community, their culture or the larger society	4.1	Specific outreach to isolated parents and caregivers in the home	High	Partnership	2011-2012	Pending
		4.2	Provide information on Canada's formal models of Family Supports and child development	Low	Partnership	2011-2012	Pending
		4.3	Develop a strategy to orient newcomer families to the school system	High	Partnership	2011	Continuing In partnership with WoodGreen Community Services, the local School Trustee, and local school principals and teachers, conducted a "Family Orientation" session to help families understand the school system. Partnership continues
5	Recognize the role and effectiveness of holistic supports to families as part of a newcomers' settlement process	5.1	Use the well-established, extensive network of family resource programs to provide settlement services	High	All agencies	2011	Communicated to CIC. Response received.
		5.2	Support local elementary and high schools as a hub for settlement information/ programs/services	Low	All agencies	2011	Communicated to CIC.
6	Recognize that settlement issues include the entire family, not just an individual and may require follow up support	6.1	Family centered case management	Low	All agencies	2011	Communicated to CIC. Response received.
		6.2	Family centered programming	High	Partnership	2011	Communicated to CIC. Response received.
7	Facilitate the process for internationally trained professionals to obtain their accreditation and work in their field	7.1	Develop targeted, intense programs for professionals to obtain their accreditation/license	High	All agencies	2011	Communicated to CIC. Response received. Also communicated to Ministry of Training, Colleges and Universities and the Office of the Fairness Commissioner.
		7.2	Develop a program to issue 'temporary license' for professionals to gain work experience while taking courses or	High	All agencies	2011	Communicated to CIC.

	Strategic priority		Actions	Implementation Priority	Responsible	Time frame	Status Key milestone
			studying for exams.				
8	Increase support for families needing ESL support	8.1	Increase resources (teachers and materials) in school to address ESL for newcomer children and families	High	All agencies	2011	Communicated to CIC and Toronto School Boards.
9	Enhance innovative College programs to facilitate newcomer participation	9.1	Offer credited weekend and evening courses for the highest demand courses	High	All agencies	2011	Communicated to CIC and Ministry of Training Colleges and Universities.
		9.2	Provide access to library and education resources for internationally trained professionals	High	All agencies	2011	Communicated to Ministry of Training Colleges and Universities.
		9.3	Provide access to lectures and workshops for internationally trained professionals	High	All agencies	2011	Communicated to Ministry of Training Colleges and Universities.
10	Enhance programs to support working parents' schedules	10.1	More affordable child care with flexible hours to accommodate shift work and care before and after school	High	All agencies	2011	Communicated to CIC and Ministry of Education
11	Re-vamp the wait-list for child care subsidies	11.1	Coordinate the communication between wait list, family and organization/child care to ensure accurate information and status	High	All agencies	2011-2012	Communication to City of Toronto pending.
		11.2	Update Ward Equity calculations to give better access for and inclusion of families regardless of where they live	High	All agencies	2011-2012	Communication to City of Toronto pending
12	Enhance Legal Aid program to address immigrant issues	12.1	Expand legal aid to include immigration law issues	High	All agencies	2011	Communicated to Legal Aid Ontario and Attorney General.
		12.2	Develop accessible, multi-language service	High	All agencies	2011	Communicated to Legal Aid Ontario and Attorney General.
		12.3	Increase the maximum income to qualify for services and include 'actual' housing expenses when determining qualification	High	All agencies	2011	Communicated to Legal Aid Ontario and Attorney General.
13	Culturally appropriate support for women, families and seniors who have experienced marriage or sponsorship breakdown	13.1	Provide culturally appropriate counselling and/or mediation	High	Partnership	2012 beyond	Pending

	Strategic priority		Actions	Implementation Priority	Responsible	Time frame	Status Key milestone
14	Make health care more culturally sensitive	14.1	Strengthen family support services and increase family resiliency to violence through education and prevention supports	High	Partnership	2012 beyond	Pending
		14.2	Waive the 3 month waiting period for OHIP, provide limited coverage and/or provide better information about coverage	Low	All agencies	2011-2012	Communicated to CIC and Ministry of Health
		14.3	Utilize existing cultural competent best practice model for service planning and delivery of mental health and addiction services	High	All agencies	2011-2012	Communicated to Ministry of Health
		14.4	Support grassroots groups and non-profits to act as medical navigators/ escorts	High	All agencies	2011	Communicated to Ministry of Health.
15	Offer culturally appropriate programs based on community need	15.1	Develop more programs for the entire family	Low	Partnership	2011	Communicated to City of Toronto Parks, Forestry and Recreation.
		15.2	Strengthen partnerships with local agencies, schools, community groups to offer programs in collaboration	High	Partnership	2011-2012	Continuing ¹⁰
		15.3	Support local community driven projects that promote cultural activities and exchange		Partnership	Beyond 2012	Pending
		15.4	Track local demographics to ensure	High		2011-2012	Pending

¹⁰ As part of service coordination, information exchange, and outreach, Toronto East LIP staff continues to attend the Don Valley LIP and Southwest Scarborough LIP meetings and share best practices and the outcomes of Toronto East LIP initiatives.

Toronto East LIP staffs are active in the City's Neighbourhood Action Partnership Table (NAPT); they are also attending the NAPT's monthly employment workgroup meeting, sharing employment services and informal employment workgroup activities. Also participating in City-wide LIP and inter-LIP meetings, to facilitate better communication, the Toronto East LIP staff team established Google-groups for Toronto LIPs to share information.

Continued meeting with grassroots groups to initiate another round of meeting to know what further supports can LIP provide to coordinate trainings or workshops that may help newcomers and immigrants in the neighbourhood to obtain the help they need.

	Strategic priority		Actions	Implementation Priority	Responsible	Time frame	Status Key milestone
			community need met				
		15.5	Regularly survey local newcomers regarding needs	High	All agencies	2012 beyond	Pending
16	Develop programs that offer client-driven information	16.1	Provide information on Canadian financial systems including explanation of cheque-cashing outlets, credit card use and various types of financial products and services	Low	All agencies	2011-2012	Pending
		16.2	Promote financial literacy within the ESL LINC programs	Low	All agencies	2012 beyond	Pending
17	Provide enhanced and precise pre-arrival information on rights and responsibilities	17.1	Update CIC website		All agencies	2011	Communicated to CIC. Response received.
		17.2	Extensive public education campaign to address inaccurate information		All agencies	2011	Communicated to CIC. Response received.
		17.3	Extensive marketing, public education campaign to discourage use of independent immigration consultants (re-direct people to CIC site)	High	All agencies	2011	Communicated to CIC. Response received. CIC is currently addressing this issue
		17.4	Information to be provided in a variety of languages so newcomers can learn about their rights and responsibilities while they are learning English language	High	All agencies	2011	Communicated to CIC. Response received.
		17.5	Pre-arrival information must emphasize the possible, fundamental differences in social beliefs, principles and behaviours. The information has to be straightforward and honest and available in newcomer's first language	Low	All agencies	2011	Communicated to CIC. Response received.
18	Provide opportunities to newcomers in order to gain knowledge and experience	18.1	Involve newcomers in community development programs	High	Partnership	2012 beyond	Pending.

Key Component 6: SOCIAL NETWORK AND COMMUNITY ENGAGEMENT

Goal: To help build welcoming Communities that recognize the importance of social engagement as an integral aspect of the integration process and that integration is a reciprocal process with rights and responsibilities on the part of both newcomers and the community

	Strategic priority		Actions	Implementation Priority	Responsible	Time frame	Status Key milestone
1	Informal employment study for Toronto East LIP <i>That a proper survey be undertaken of newcomers participating in the informal employment sector in the local LIP area, with a view to:</i>	1.1	Understanding the scope of this participation (proportion of newcomers, length of time, income generated);	High	Partnership	2011-2012	Continuing Survey in the neighbourhood has already been planned.
		2.2	Assessing ways in which individuals participating in the informal sector can be supported to make the transition to the formal economy, <ul style="list-style-type: none"> Receiving support to enhance their self-employment outcomes; Receiving support to make the transition to formal employment; 	High	All agencies	2012 beyond	Pending.
		2.3	Assessing other considerations relating to participating in informal employment (risks related to health and safety, access to appropriate benefits, employment standards protection, and potential for harassment).	High	All agencies	2012 beyond	Pending.
2	Coordinated outreach to newcomers via alternative channels	2.1	Getting information about local LIP population	low	All agencies	2012 beyond	Completed. Further survey is in progress.
		2.2	Assembling list of alternative channels and places of worship, neighbourhood gathering and other local networks	High	All agencies	2011-2012	Completed.
		2.3	Partner agencies coordinate outreach activities through these identified channels to provide them with information and make them aware of the range of settlement services and supportive services	low	All agencies	2011-2012	Pending.

	Strategic priority		Actions	Implementation Priority	Responsible	Time frame	Status Key milestone
3	Service sector – community sector alliance Newcomers often get connected early on with social networks that they are familiar or comfortable with, typically extended family networks, places of worship, neighbourhood gathering places such as coffee shops or local groceries. The formal settlement agencies are more likely to reach more potential clients the more they make use of these channels.	3.1	Partner agencies institute a regular pattern of meetings between the formal service sector and the informal sector leaders	High	All agencies	2011-2012	Continuing Initial meetings were held and further follow up will continue for future communication and informal inclusiveness. ¹¹
		3.2	Community meetings would focus on information exchange (updates on service programs and resources, feedback on issues in the communities) as well as capacity building (in-depth overviews of various service fields) and possible partnerships (identifying collaborations between formal agencies and immigrant community sector).	low	All agencies	2011-2012	Pending.

¹¹ Participation of informal networks in settlement process to ensure the flow of updated information to newcomers and build a referral system of newcomers proper services

The main objectives of this initiative

1. To increase the effectiveness and collective impact of formal settlement sector/service providers' efforts to promote sustainable and inclusive settlement process for newcomers integration
2. Inform and engage informal networks in newcomers settlement process to help newcomers address settlement issues by accessing the services as per their needs

Key Component 7: CHILD CARE/CHILD MINDING

Goal: As a general proposition, then, we would like to explore opportunities at the local level that would:

- *Increase the number of child care spaces across a range of service types (licensed and unlicensed);*
- *Increase the quality of child care services being provided;*
- *Enhance the skills and employability of caregivers.*

	Strategic priority		Actions	Implementation Priority	Responsible	Time frame	Status Key milestone
1	Child care options study <i>That the local LIP engages in a study to identify feasible options that could enhance the availability of affordable child care and child-minding options locally. These could include co-op and social enterprise models.</i>	1.1	Identify feasible options that could enhance the availability of affordable child care and child-minding options locally	High	Partnership	2011-2012	Continuing
2	Provide core funding for child care services <i>Change funding systems for child care to provide core funding instead of per diem to ensure organizations can provide appropriate and affordable child care</i>		CIC to work with province and city to provide core funding for child care services	High	All agencies	2011-2012	Communicated to CIC.

Other project initiatives:

The project is also taken some initiatives requiring a response from multiple stakeholders, this are not included in the original Action Plan.

1. The Toronto East LIP is supporting a research project to determine the health care & social needs of residents in an underserved area of Toronto East (North of Danforth between Broadview and Donlands). Toronto East LIP is a partner on the Advisory Committee of this research project led by the South Riverdale Community Health Centre. WoodGreen Community Services and the Massey Centre have partnered on this Wellesley funded research project. Research findings will be shared with the Partnership Council and expecting a good impact.
2. Toronto East LIP is working with local schools to establish a Full-Service School in the neighbourhood through the TDSB. The Full-Service school designation from the TDSB helps to provide community services at local school. Toronto East LIP staffs worked with TDSB staffs review the survey responses and developed a chart for the committee to analyze the results. The survey was completed by the local school councils and school principals to learn about existing programs and to learn about what services and programs were needed. The survey findings were presented at committee meeting with the TDSB Full Service School supervisor. The committee requested the results to be summarized in specific categories and presented at the next meeting. The next meeting is planned for July where committee will choose which school in the Toronto East catchment area should be approached for full-service school status. LIP staffs are the only committee members external to the TDSB.
3. Toronto East LIP is hosting a LIP Community of Practice workgroup: One of three 'Inter-LIP' workgroups, this workgroup is exploring the processes, communication and collaboration among the Toronto-based LIPs. The purpose of this group is to support the activities of neighbourhood-level LIPs in (a) developing best practices and tools to help implement LIP strategies; (b) mechanisms for city-wide and local information sharing (web portals, other) and (c) capacity building for agencies, front-line staff and other local stakeholders. The workgroup is discussing possible online features that can implement to support communication and information sharing among the Toronto LIPs. As follow up to this meeting, Toronto East LIP staffs have been communicating with OCASI to use the new Settlement wiki and how LIP projects can use this feature to share knowledge about their projects.